Key*job*

training & support

Develop your skills in
best practices

Organization   Visual impact   Communication

Organisation

Best practices Outlook - Boost your efficiency

⏱ **1** Day   € **430€** VAT excl. / participant for calendar sessions. Intra-company trainings quotes on demand.

Goals

Apply good practices to manage your time and priorities effectively. Use the Outlook calendar and tasks wisely. Limit interruptions.

Use the advanced Outlook features to improve the organization of your work.

Prerequisite

Knowledge of the Windows environment and a good knowledge of Outlook.

Contents

Teaching method

Participative training, combining the learning of office automation functionalities and the corresponding good practices.

Program

Knowing yourself to boost your efficiency

- Evaluate your efficiency at work

- Identify your inefficiency factors

Organize yourself to optimize your time

- The laws of time and their impact

- Application of the laws of time

- Tips for finding information quickly

Prioritize and plan your tasks

- Law of homogeneous work sequences

- The treatment of different types of tasks

- Prioritize your tasks

- Apply the NERAC method

Managing interruptions

- Identify the different types of interruptions

- Limiting these interruptions

- Managing interruptions: saying no

Writing effective e-mails

- Before you even write it: give your mail a chance to be read

- Golden rules for writing e-mails

Communication

Best practices Webex - Boost your remote exchanges

⏱ **0.50** Day   €   **260€** VAT excl. / participant for calendar sessions. Intra-company trainings quotes on demand.

Goals

To be more comfortable using Webex in general, and the software's functionalities adequate for facilitating exchanges (meetings, training courses, etc.) at a distance.

To put into practice, with the help of Webex, participative techniques at a distance to capture and maintain the attention and involvement of participants throughout the event.

Prerequisite

Good basic knowledge of Webex.

Contents

Teaching method

Participative training, combining the learning of office functions and the corresponding good practices.

Programme

Webex and online exchanges

- Webex recap

- Challenges of remote professional meetings; role of the facilitator

- Keys to the success of a participative remote moderation

Getting organised and prepared with Webex

- Defining an achievable objective in a short time frame

- Structure your presentation to achieve your objective

- Plan the modalities: speaking, collaborative work, etc.

- Mobilise participants in advance with Webex

Facilitating at a distance with Webex

- Introduce the meeting in a friendly, dynamic and efficient way

- Capture participants' attention and encourage their commitment from the outset

- Applying participative techniques in connection with Webex to optimise interactions and keep participants involved throughout the meeting (meeting, training, etc.)

  - Document sharing

  - Whiteboard

  - Survey

  - Use of the discussion space

  - Working in sub-groups

- Successfully involving everyone, circulating the word, valuing, synthesising

- Encourage reflection and cooperative work by integrating points of view in a constructive manner

- Manage digressions, delicate situations and difficult participants in an assertive manner

Best practices Teams - Boost your remote exchanges

⏱ **0.50** Day   € **260€** VAT excl. / participant for calendar sessions. Intra-company trainings quotes on demand.

Goals

To be more comfortable using Teams in general, and the software's functionalities adequate for facilitating exchanges (meetings, training courses, etc.) at a distance.

To put into practice, with the help of Teams, participative techniques at a distance to capture and maintain the attention and involvement of participants throughout the event.

Prerequisite

Good basic knowledge of Teams.

Contents

Teaching method

Participative training, combining the learning of office functions and the corresponding good practices.

Programme

Teams and online exchanges

- Teams recap

- Challenges of remote professional meetings; role of the facilitator

- Keys to the success of a participative remote moderation

Getting organised and prepared with Teams

- Defining an achievable objective in a short time frame

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Best Practices - Using efficiently social networks for the business

⏱ **1** Day € **430€** VAT excl. / participant for calendar sessions. Intra-company trainings quotes on demand.

DETAILS

Goals

The training will allow you to detect the networks that fit your needs and set up your visibility strategy.

Prerequisite

Know the Windows environment and know how to use a web browser.

Contents

Google Business

- Introduction
- Create your business in Google

Facebook

- Introduction
- Create your profile
- Preparing your Page
- Creating your page
- Making your page alive
- Promotion

Twitter

- Introduction
- Create your profile
- Promoted Tweets

LinkedIn

- Introduction
- Create your profile

- Create a Business page
- Create Articles

Best practices Forms - Designing a relevant survey

1 Day   **€**   **430€** VAT excl. / participant for calendar sessions. Intra-company trainings quotes on demand.

Goals

Developing different kinds of questionnaires

Prerequisite

Be familiar with the Office 365 environment

Contents

The interface

- The Office 365 environment and its different tools
- Presentation of the Microsoft Forms application
- Customizing the appearance of Forms

Getting comfortable with Forms

- Creating a basic form or questionnaire with Microsoft Forms
- How to define mandatory fields on a question
- Distributing the finished form or questionnaire
- Generating surveys and polls
- Sharing and duplicating a forms file
- Stop sharing a forms file

Using Microsoft Forms with One Drive / Sharepoint

- Creating a form from One Drive / Sharepoint
- Editing a forms document created from One Drive / Sharepoint

Analysing responses

- Viewing and analysing results with Microsoft Excel (Power Automate)

The different types of questionnaires

- The different types of evaluation: diagnostic, formative, summative
- Before you start: think, conceptualise before you act
- Designing a relevant questionnaire
- What educational objectives?
- Choice of question type(s)
- Structure, hierarchy of questions, guiding / leading thread
- Use / insertion of diagrams, photos, etc.

The different types of questions and their pros and cons

- True / False
- MCQS
- Matching
- Open (or semi-open) short answer question
- Numerical answer (with range)
- Questions to reduce the effect of chance

Take care in writing the form

- The rule: understandable text without any interpretation
- Keep the statement short, unambiguous, precise and complete
- Avoid negative statements
- Lighten the reading workload
- Reduce the effect of chance and if necessary increase the difficulty

Set up a scoring system (score quiz)

- Questions to ask: can there be one or more correct answers per item?
- Question weighting: will all questions be valued equally or not, depending on the relative importance of the items assessed?
- How should correct answers be valued?

- In the case of summative evaluation mainly:

  - Is an incorrect answer ignored or penalised?

  - Does the absence of an answer lead to a penalty or not?

  - Are there any questions for which a wrong answer is eliminatory?

- Test the questionnaire: useful for refining the writing and marking.

Best practices Word - Design impactful documents

⏱ **1** Day   €   **430€** VAT excl. / participant for calendar sessions. Intra-company trainings quotes on demand.

DETAILS

Goals

Create and edit documents using styles and templates efficiently.

Automate the presentation of documents.

Structure and write your document in a communicative way.

Prerequisite

Knowledge of the Windows environment and a good knowledge of Word.

Contents

Pedagogical method

Participative training, combining the learning of Office functionalities and the corresponding good practices.

Program

Even before creating your document

- Target audience and objectives of the document
- Composition (content) and typography (form): 2 distinct and complementary tasks
- Structure and content: think before you start
- Sources and reliability of data

Create your document

- Create, save and use a template
- Create a document from several others
- Insert files into current documents

- Import elements from other programs (Excel, PowerPoint, ...)

Structuring your document

- Structuring your document using title styles and the navigation pane

- Handling the different levels of headings

- Moving chapters using the navigation pane

- Structure and logic: to each his own!

Formatting your document

- Using the theme. Creating and modifying the existing theme.

- Create, modify and use styles (character, paragraph, table, list) and style sets

- Create, modify, use and delete a section

- Between originality and sobriety: some rules

Take care of the visual and graphic elements

- Cover pages

- Inserting images in a long document

- Creating a table of figures

- Visual elements and efficiency

Good practice

- Create a table of contents and change its appearance

- Generate an index

- Write a clear and effective report using written communication techniques

- Popularise the information if necessary

- Summarise your document in 1 page

Impact visuel

Best practices PowerPoint - Make your presentations more dynamic

⏱ **1** Day   € **430€** VAT excl. / participant for calendar sessions. Intra-company trainings quotes on demand.

DETAILS

Goals

Boost your presentation by mastering the PowerPoint presenter's tools.

Develop and practice presentation techniques.

Prerequisite

Knowledge of the Windows environment and a good knowledge of PowerPoint.

Contents

Pedagogical method

Participative training, combining the learning of office functions and the corresponding good practices.

Program

Introducing dynamism into your presentation

- Varying the appearance of the slides
- Using animations
- Setting up transitions between slides
- Using automatic timing or manual management

Help tools during your presentation

- Adapting the slide show to the target audience
- The presenter mode
- Ergonomics for the presenter

Best practices for the presenter

- Choosing the right words

- Popularising technical content

- Using your body language to convey your message

- Follow the advice of the PowerPoint Coach! (with 365)

Practical application and advice

Group work through a practical exercise that summarises the content covered during the day. Application of PowerPoint functionalities and good presenter practices.

Exercises in 3 steps:

- Development of the slide show and preparation of the oral presentation

- Projection of the slide show and presentation by the groups

- Feedback and advice (between participants and from the trainer)

Best practices PowerPoint – Prepare your presentations

⏱ **1** Day € **430€** VAT excl. / participant for calendar sessions. Intra-company trainings quotes on demand.

Goals

Know how to use PowerPoint's features wisely to create quality presentations. Improve the impact of your presentation through careful preparation of text and visual elements.

Prerequisite

Knowledge of the Windows environment and a good knowledge of PowerPoint.

Contents

Pedagogical method

Participative training, combining the learning of office functionalities and the corresponding good practices.

Program

Preparing your presentation

- The different elements of a presentation
- Before you start : Considering the audience and identifying the objectives of the presentation
- Gathering and summarising material
- Structuring the presentation
- The principle of the 3-point explanation

Designing a clear and impactful text

- Powerful headlines
- Word choice
- Syntax

Highlighting the text visually

- Guiding the eye of the reader

- Bullet points: interest and precautions

The golden rules for designing slides

- The ideal text proportions

- Designing slides in a consistent way

- Overview of visual elements

- Promoting readability through clever positioning of slide elements

- Avoid distractors!

- The power of images

- Illustrate your points with graphics